

**STATE OF TENNESSEE
TREASURY DEPARTMENT
CLASS SPECIFICATION**

Class Title

Information Systems Analyst 4

Salary Grade/Range

27 (\$42,756-\$68,400)

Functional Title

Application Support Analyst

Employee(s)

Position Number

Effective Date

March 18, 2011

Non-Civil Service Division

Information Systems

SUMMARY

Under the general supervision of the Application Support Manager, provide operational and maintenance production support for applications. Monitor scheduled production activities and confirm success. Run ad hoc jobs as assigned; provide Tier 2 ("how to") trouble item resolution. Coordinate with third party vendors and state IT technology groups to resolve system availability and performance issues; Proactively manage performance and capacity levels for applications; Ensure application data is properly created, maintained, stored, archived, and purged; Evaluate operational and support capabilities and requirements for proposed new or revised application systems; Work with Treasury Department divisions and OIR to provide business continuity of production applications.

DISTINGUISHING FEATURES

This is an Analyst-level position that is focused on production support and maintenance issues in conjunction with Server Administrators in OIR, the Relationship Management team, Project Management team, Treasury Program areas, Application Developers, external vendors and other state agencies. Maintains data integrity within assigned applications. Assists the end user with questions, runs scheduled jobs, monitors scheduled jobs, and runs reports. Serves, as directed, on project teams. Tests and implements new technologies and system upgrades.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Maintain application availability at published service levels.
2. Provide production support (i.e., run scheduled jobs and reports, etc.)
3. Monitor production performance; investigate and troubleshoot when problems arise

4. Provide “Tier 2” (how to) support for end users as assigned by the Help Desk
5. Participate on project teams as needed
6. Counsel Business Analysts and/or End Users on most efficient ways to accomplish business requirements
7. Develop and prepare ad-hoc reports for users and management using Easytrieve, SAS, Culprit, Access, Toad, Crystal Reports, etc.
8. Estimate work effort for new application implementation
9. Responds to questions from end users and management regarding applications.
10. Processes, schedules and runs production jobs in response to program area needs.
11. Monitors production schedules and results and manages recovery of system failures.
12. Monitors the interaction of application and software environment updates and changes to proactively maintain service levels.
13. Assists in the design, development, updating and testing of business resumption plans.
14. assists in the design of security policy as it relates to systems level maintenance and support.
15. Coordinates and works with Information systems developers to test and implement system maintenance and upgrades.
16. Maintains application failure and trouble ticket statistics annotated with release information.
17. Reviews production support and application support documentation for each software release for adequacy of revision required for functional changes.
18. Other duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a B.S. in Information Systems or Computer Science.

A minimum of 2-5 years in comparable positions (IBM Mainframe Systems Support).

Application Development and/or Support experience required.

Specific technology certifications ideal, but not required.

Experience with half or more of the technologies in each functional group:

Production Processes: ROSCOE, CICS, Windows Scripting, WinBatch, Unix scripts, AWK or SED, MS-Dos .bat scripts.

Database: DB2, SQL, SQL Server, Oracle, IMS-DB

End User/Productivity: MS Excel/Access

Communication: FTP, Connect Direct or Connect Mailbox, SSH, , TN3270

Criminal background check and social security number trace is required for this position.

RECOMMENDED COMPETENCIES

- Analytical, Problem-Solving Thinking
- Technology Expertise – IBM Mainframe and/or Distributed Systems support
- Excellent Communication Skills (oral)
- Customer Service focus and attitude
- Technical Training experience a plus
- Knowledge of and/or experience with Fiserv Financial Applications (ARP/SMS, PEP+)
- Knowledge of Treasury and Retirement business functions and workflows a plus; familiarity with NACHA Rules and Regulations, Federal Reserve processes and directives and other financial system security needs and requirements
- Familiarity with Client-Server or Web Environments a plus (IIS, TOAD, .Net environment, XML, SharePoint, Web services, C#, C++, Powerbuilder)